



# ANNUAL REPORT

## State Fiscal Year 2021 (SFY2021)

**Idahoans Have an Informative, Visible, Reliable and  
Accessible Support System as They Age**

**NO WRONG  
DOOR**



**Idaho  
Commission on Aging**

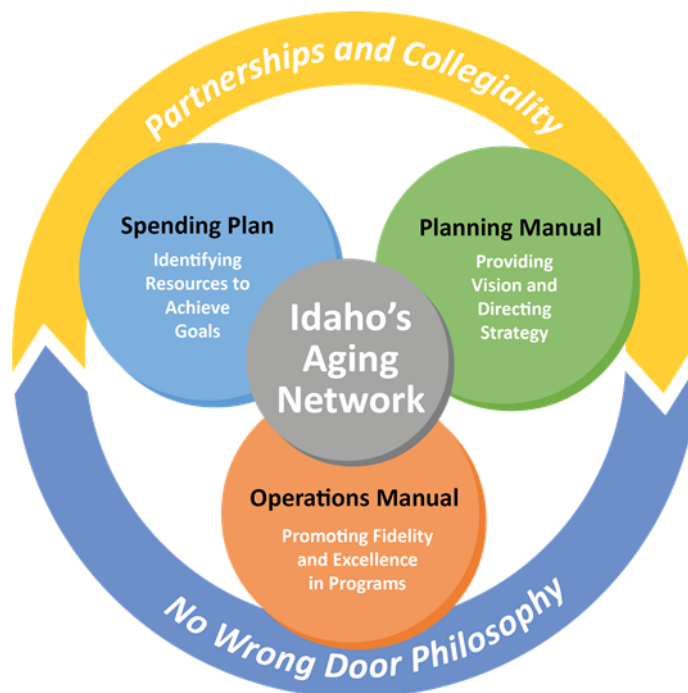
[www.aging.idaho.gov](http://www.aging.idaho.gov)

**Submitted to Brad Little, Governor for the Great State of Idaho**

## FROM THE DIRECTOR

The Commission on Aging (ICOA) plans, implements, and evaluates a network of services to facilitate older Idahoans to live safe, healthy, and self-directed lives in their communities of choice. As a highly reliable organization we have adopted formal methodology around our everyday activities, including planning, daily operations, and financial management.

We couple this rigorous methodology with a spirit of collegiality with our Area Agencies on Aging, Idaho's Senior Centers, and assorted service providers. We also Partner with other State, local and non-profit agencies to provide a no wrong door system, so Idahoans can get linked to our services no matter who they call first.



I believe our diligence in approaching our work in a serious, systemic, and forward-looking manner, will be evident on the following pages. We strive to be transparent, so you will also see detailed drill downs around the financial aspects of our work, and other important outcome metrics.

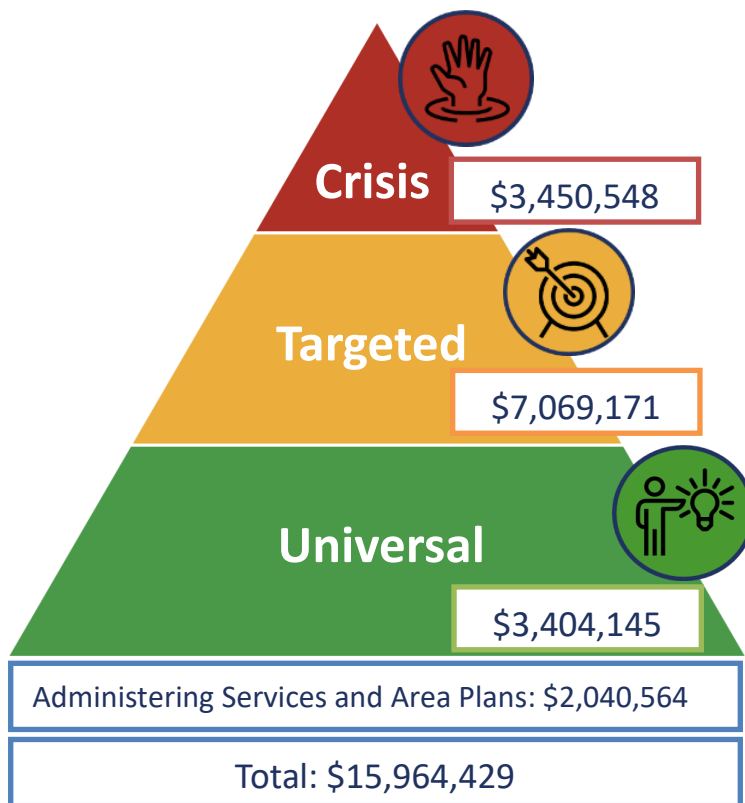
These have been unprecedented and challenging times for older and disabled Idahoans, but the Aging Network has responded to the moment with our best efforts.

As always, thank you for your trust and interest,

*Judy B. Taylor, Director*



## AT A GLANCE



### Crisis Programs:

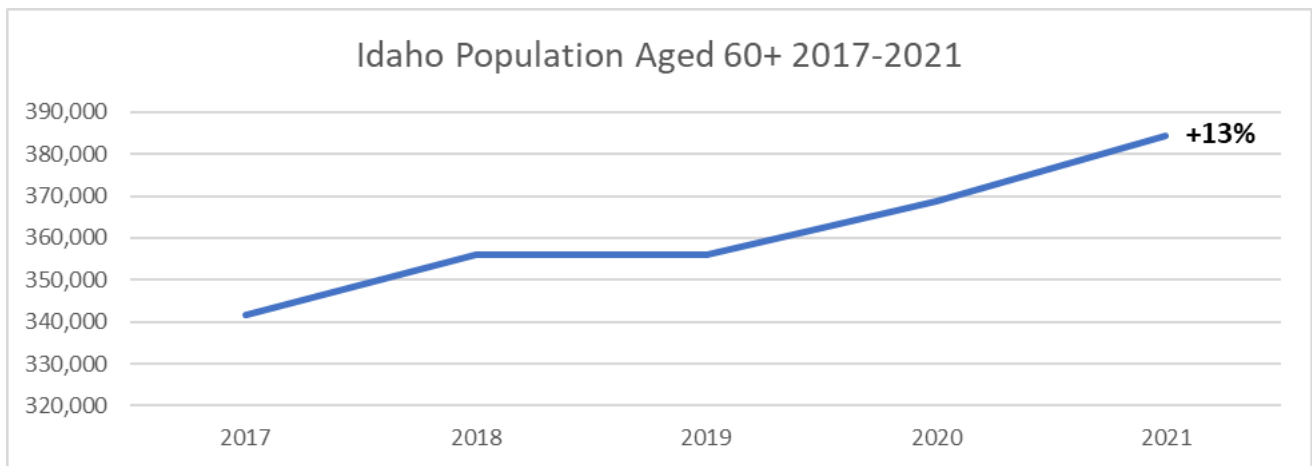
Preserve Rights and Safety

### Targeted Programs:

Prevent Institutionalization

### Universal Programs:

Promote Healthy Aging



Target Demographics	*Census data	Unduplicated Clients Served	% of Population Served
75 years and older	110,041	10,074	9%
85 years and older	29,419	3,934	13%
65+ Living in Poverty	22,361	4,264	19%
65+ Living Alone	64,066	6,575	10%
60+ Living in Rural County	126,142	9,974	8%
60+ Racial Minority	12,640	501	4%
60+ Hispanic	17,091	708	4%
*ACS (American Community Survey)			

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## Preserving Rights and Safety

- Right to live without abuse, neglect, exploitation
- Right to live with dignity
- Right to make our own decisions



**T**he Commission recognizes safety as a fundamental factor in our ability to age successfully. Breach of public trust and individual safety results in significant financial expense, depletion of essential resources, and a decline in well-being and long-term health. The Commission has multiple programs designed to promote justice and provide support to the most vulnerable.

## LEGAL ASSISTANCE



### Professional Advice, Counsel or Representation

Legal representation is critical in keeping some older Idahoans safe. The Commission partners with Idaho Legal Aid to assist low-income older Idahoans on legal matters.

*Promoting Justice for Seniors*

SFY2021 Expenditures	
Federal: Older Americans Act	\$90,948
Federal: CARES-COVID-19	\$7,997
Total	\$98,945

### LEGAL ASSISTANCE ADDRESSES

#### ISSUES RELATED TO:

- Income
- Health Care
- Long-term Care
- Nutrition
- Housing
- Utilities
- Protective Services
- Defense of Guardianship
- Abuse or Neglect
- Age Discrimination

### SFY2021: Statewide Trends

Total Cases: 907

Top Legal Assistance Service Areas	Cases by Legal Category
Other/Misc (consumer cases)	247
Housing	239
Defense of Guardianship or Protective Services	138
Health Care	116
Long-Term Care	68
Income	46
Abuse/Neglect	44
Age Discrimination	7
Nutrition	1
Utilities	1

## ELDER ABUSE PREVENTION: LEGAL ASSISTANCE DEVELOPER



The Legal Assistance Developer (LAD) is an Older Americans Act mandated position, focused on improving legal service provision to seniors across the state. The ICOA contracts with Idaho Legal Aid Services, Inc. to fill this role.

### Service Description

On elder abuse and exploitation, the LAD provides the following:

- Consultation
  - with pro bono attorneys accepting abuse and exploitation cases, pursuing civil and criminal remedies for psychological, sexual, and financial abuse and exploitation.
- Partnership and Collaboration
  - with Adult Protective Services (APS) to streamline communication and services between APS and pro bono attorneys.
  - with APS and other partners to screen seniors for potential legal risk using the Legal Risk Detector, resulting in preventative work that will better protect seniors from exploitation and abuse.

Senior Legal Case Trends Total Cases: 186	
Case Type	
44	Elder abuse/neglect
33	Defense of guardianship – instances where the guardian was abusive/exploitative or unnecessary
105	Focused on advanced planning to protect seniors from future abuse and exploitation

***Helping Vulnerable  
Adults Stay Safe***

SFY2021 Expenditures	
Total Federal: Older Americans Act	\$20,000



## IDAHO ADULT PROTECTIVE SERVICES EXPANSION GRANT

The Idaho Adult Protective Services Expansion Grant has provided financial support in the efforts of ICOA as the leader in development and implementation of the most effective Adult Protective Services (APS) delivery model. The Expansion Grant Project Period ran from 9/01/2018 -8/31/2021.



Ideal program components were identified, and Idaho APS model has been permanently expanded to include those components.

Grant Project Goals :

- 1) To improve the experience, health, well-being, and outcomes of the individuals served by Idaho APS.
- 2) Improve Idaho's ability to document and report APS cases, client, and perpetrator characteristics and services in a manner that is more consistent with the National Adult Maltreatment Reporting System.

Outcomes Achieved:

Focus Care Coordination (FCC): APS-FCC is the name of a critical time intervention service that is the formal process of service coordination for Idaho APS clients. FCC was developed and implemented as a result of the Expansion grant and is now an integrated part of APS service and will continue to be offered to APS clients through the Investigation and Prevention services of APS.

## IDAHO ADULT PROTECTIVE SERVICES EXPANSION GRANT, CONT.



Assessment Tools were developed and implemented to the APS system. Some tools were built into the APS data management system to work in tandem with the FCC service. This expansion to Idaho APS has improved statewide data collection, and increased the ability to pull reports as they relate to the use of the tools.

APS Offline Tool: The Offline Tool provides APS staff the ability to “check-out” individual case records on a mobile IT device, review/updated case information, and conduct assessments in the field without the need for an active network connection.

New Technology for APS: APS staff statewide are equipped with iPads. iPads were selected as the user platform for the Offline Tool, support the needs of APS staff with work tasks of FCC, collecting photographic/audio evidence, electronic documentation of signatures, note taking functions, and foreign language translation.

SFY2021 Expenditures	
Federal: Older Americans Act	\$152,235
State	\$28,558
Total	\$180,792

## ADULT PROTECTIVE SERVICES (APS)



Adult Protective Services (APS) provides specialized social services that are least restrictive to personal freedom and provides encouragement for client self-determination and continuity of care.

***Helping Vulnerable  
Adults Stay Safe***

### Service Description

#### **Connecting vulnerable adults to services and support:**

- Investigates allegations of vulnerable adult maltreatment
- Delivers a formal process of service coordination
- Delivers prevention education and training
- Aids caregiving families of people who are vulnerable to maltreatment

#### **SFY2021 Expenditures**

Total State

\$958,356



## ADULT PROTECTIVE SERVICES, CONT.

Maltreatment	Allegations	Substantiated	Substantiated Age 18-59	Substantiated Age 60+
Abuse	557	63	30	33
Exploitation	401	50	22	28
Neglect	543	45	20	25
Self-Neglect	465	61	10	51



**16 Contracted Full-time Staff Statewide**  
**27 Community Education Presentations**  
**1,966 Allegations Investigated**

In Idaho, Professionals Obligated to Report Suspected Maltreatment of Vulnerable Adults Include Any:

- Police Officer
- Home Care Worker
- Pharmacist
- Physician
- Physical Therapist
- Health Facility Employee
- Social Worker
- Medial Examiner
- Nurse
- Osteopath
- Dentist
- Optometrist
- Chiropractor
- Podiatrist



## Ombudsman Program Authority

The Idaho Long-Term Care Ombudsman Program (LTCOP) is authorized under the federal Older Americans Act, Section 712, Titles III and VII and under Idaho Code 67-5009 and Idaho Administrative Procedures Act (IDAPA) 15.01.03. Code of Federal Regulations Title 45 Parts 1321 and 1324.

### Purpose:

The Long-Term Care Ombudsman Program (LTCOP) is created for the purpose of promoting, advocating, and ensuring the adequacy of care received, and the quality of life experienced by residents of long-term care (LTC) facilities (nursing homes and assisted living facilities) within Idaho. Ombudsmen strive to protect the health, safety, welfare and rights of LTC residents.

### Ombudsman Function:

Ombudsmen identify, investigate, and resolve complaints made by or on behalf of the residents in the **80** nursing homes (**6,031 beds**) and **349** assisted living facilities (**10,533 beds**) that relate to action, inaction or decisions, that may adversely affect the health, safety, welfare, or rights of residents.

Ombudsmen provide regular access to advocacy and education for residents through quarterly unannounced visits to each licensed nursing home and assisted living facility.

Present education on topics affecting the aging population to residents, family, facility staff and the community at large through consultation and presentations. Share resources and assist residents in obtaining needed services and supports.

### Ombudsman Program Structure:

Idaho's Long-Term Care Ombudsman Programs consist of one State Ombudsman situated within the Idaho Commission on Aging and 6 local Ombudsman programs located within the 6 Area Agency on Aging.



## OMBUDSMAN, CONT.

### **Ombudsman Mission**

The Long-Term Care Ombudsman Programs' mission is to ensure that residents of nursing homes and assisted living facilities in Idaho, have timely access to advocacy, mediation and residents' rights education, to promote quality of life and care.

### **Legislative Work**

The State Ombudsman submitted written testimony to Chairman Greg Chaney House Seat B on behalf of Idaho's residents in long term care facilities requesting the rejection of chapter 16, TITLE 6, IDAHO CODE proposal to grant immunity related to COVID-19 for nursing homes and assisted living facilities during the special legislative session August 20, 2020.

### **Development of Long-Term Care facility Family Councils**

Idaho's LTC facilities have not embraced the necessity to have active Family Councils within their facilities. A functional Family Council in nursing homes and assisted living facilities can be a tool to prevent abuse, neglect, exploitation and poor care.

The State LTC Ombudsman Program received Coronavirus Response and Relief Supplemental Appropriation Act of 2021: Grant to enhance the Long-Term Care Ombudsman Program.

Idaho's LTC Ombudsman Program goals in receiving this funding are to:

- Develop a statewide Family Council zoom platform to train families on the process of developing a council in their facilities to be advocates against abuse, neglect, exploitation, and poor care of their loved ones.
- Develop training materials for families and staff to be used as a tool to create Family Councils.
- Create outreach resources to reach and educate Idahoans with loved ones' residing in LTC facilities.

The office of the State LTC Ombudsman Program in coordination with stakeholders is working to develop training materials to provide to family and facilities to develop Family Councils. Councils provide a voice of advocacy for all residents.



### **Ombudsman Volunteers**

Certified Assistant Ombudsmen, volunteer their time providing information and assistance to consumers. Assistant Ombudsmen increase accessibility to advocacy in long-term care facilities, provide education to families, residents, and staff, and work to resolve complaints. Assistant Ombudsmen extend the reach and services of the Ombudsman Program. Our corps of Assistant Ombudsmen continue to decline due to COVID. As reported we have decreased from 54 SFY2020 to currently 16 Assistant Ombudsmen. The donated hours of these volunteers being **1,282** and the value being **\$36,588**. The Ombudsman Program will be embarking upon a statewide recruiting for volunteers in 2022 to better serve the aged residents residing in nursing homes and assisted living facilities in Idaho.

### **Evictions/Facility Initiated Discharges**

The on-going, number one complaint received by the LTC ombudsman program is related to evictions/involuntary discharges from long-term care facilities. Currently in Idaho, there are limited options of housing that provide personal care for residents who display behaviors due to dementia or unregulated mental health. When residents have failed at their facility due to difficult behaviors, it is challenging to find appropriate placement to meet their personal care, housing and supervision needs. The State LTC Ombudsman has brought this concern to the attention of Health and Welfare suggesting the need for facilities that will provide housing and care for these individuals who are increasing in number across the state.

## OMBUDSMAN, CONT.

### Evictions/Facility Initiated Discharges, cont.

Hospitals, homeless shelters, mental health crisis centers along with motels are experiencing the increased numbers of these individuals as they are evicted from their place of residency. Our law enforcement and EMS respond to situations related to these evictions. And the stress of aged spouses and family members who search for options to learn there may not be any available in the state to meet their loved ones needs. The State Ombudsman continues to advocate for changes in regulation that allow assisted livings to evict residents to homelessness. We will continue to advocate for the development of appropriate housing to meet the needs of these individuals who fall through the cracks of Idaho's residential assisted living environments.



***Helping  
Assisted Living and  
Nursing Facility  
Residents  
Stay Safe***

SFY2021 Expenditures	
AAA Federal: Older Americans Act	\$158,990
AAA Federal: CARES-COVID-19	\$53,144
AAA State	\$560,362
Total-AAA	\$772,496
ICOA State Ombudsman Federal Older Americans Act	\$69,881
ICOA State funding (Ombudsman)	\$17,412
Total-ICOA	\$87,293
Total-AAA & ICOA	\$859,789

### Complaints Investigations by Long Term Care Ombudsman



4.81%

De-

### Complaint Investigation



**Solutions**

### Top Complaints Nursing Homes

- #1 Personal Property
- #2 Response for Assist
- #3 Personal Hygiene
- #4 Dignity & Respect
- #5 Medications

### Assisted Living Facilities

- #1 Discharge/Evictions
- #2 Dignity & Respect & Medications
- #3 Food Services
- #4 Housekeeping
- #5 Staffing & Other Rights

### Ombudsman Activities



**634** Routine Facility Visits



**29** Resident Council Meetings



**89** Community Education Sessions



**2564** Information and Assistance to Facility Staff and Individuals



**1** State LTC Ombudsman Leads the 6 Long Term Care Ombudsman Programs.



**12** Local Ombudsman Resident Advocates



**16** Assistant Ombudsman Volunteer Resident Advocates (Down 38)

Many of the Ombudsman activities are down due to COVID.



## Preventing Institutionalization

**T**he Commission facilitates **programs that support people to stay at home, save money, increase security and enhance their well-being.** These services reduce the cost of institutionalization through addressing Activities of Daily Living (ADLs) needs in their own homes.

**Activities of Daily Living (ADLs)** are activities in which people engage on a day-to-day basis. These are everyday personal care activities that are fundamental to caring for oneself and maintaining independence.

Eating (feed self)	Toileting: Assistance
Walking/Assistive Device	Transfers
Dressing/Undressing	Bathe/Shower

**Instrumental Activities of Daily Living (IADLs)** are activities related to independent living and are valuable for evaluating persons with early-stage disease, both to assess the level of disease and to determine the person's ability to care for himself or herself.

Prepare Meals	Transportation
Manage Money/Pay Bills	Shop for Food/Personal Items
Laundry	Housekeeping
Medication Management	Telephone Use



## TRANSPORTATION



The ability to travel, even short distances, is important for health, safety, independence and socialization.

**120,984 Boardings**

**Average Cost per Boarding \$3.96**

SFY2021 Expenditures	
Federal: Older Americans Act	\$272,899
Federal: CARES-COVID-19	\$41,347
State	\$164,364
Total	\$478,610

### Service Description

Transportation helps seniors stay in their own homes by providing transportation to medical appointments, places of employment, shopping, and social events.

Transportation is tracked by number of boardings.

## HOME DELIVERED MEALS (HDM)



### Service Description

Provides a home delivered meal five or more days a week: may consist of hot, cold, frozen, dried, canned, fresh or supplemental foods. Program costs include food, preparation, delivery, dietician services and program management. Costs are minimized through community support and volunteer efforts.

SFY2021 Expenditures	
Federal: Older Americans Act	\$1,958,225
Federal: COAA-COVID-19	\$776,173
Federal: CARES-COVID-19	\$647,377
State	\$543,966
Total	\$3,925,741

SFY2021 Changes to Meal Rate Reimbursement effective		
Area Agency on Aging	Original HDM Meal Rate	COVID-19 COAA Rate: HDM
AAA I-North Idaho	\$4.50	\$5.50
AAA II-North Central Idaho	\$3.56	\$4.56
AAA III-Southwest Idaho	\$4.50	\$5.50
AAA IV-South Central Idaho	\$3.90	\$4.90
AAA V-Southeast Idaho	\$3.75	\$4.75
AAA VI-Eastern Idaho	\$3.25	\$4.25

### Significant Changes due to COVID-19:

- Due to senior isolation from COVID-19, client registrations increased by 538 from 4,841 to 5,379
- Meals increased by 94,649 from 673,618 in SFY2020 to 768,267 in SFY2021
- Funding increased by \$226,266 from \$3,978,379 to \$4,204,645

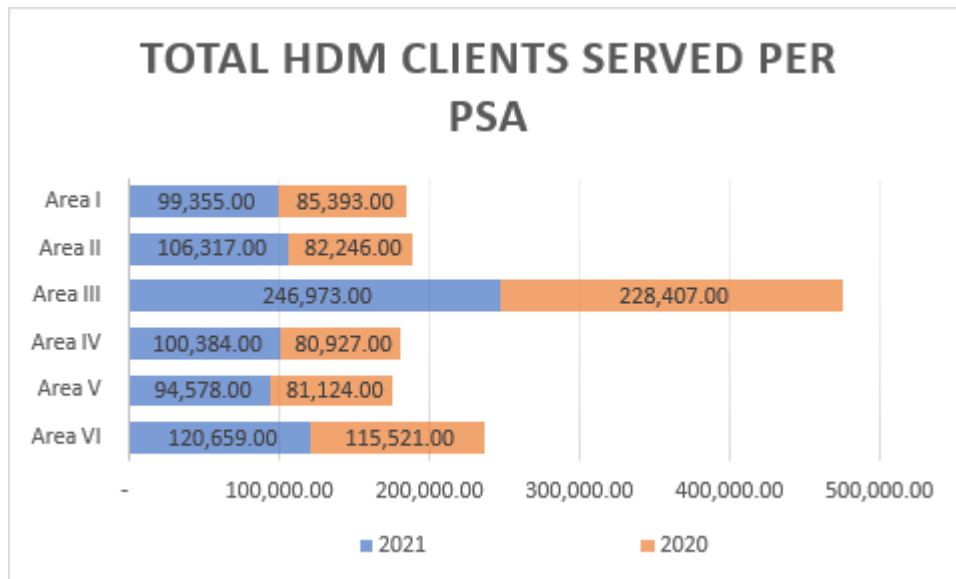
## HOME DELIVERED MEALS, CONT.

**Pandemic Response:** To help the meal sites continue meal preparation and delivery during the initial onset of COVID-19, ICOA received additional supplemental funding under the Consolidated Appropriations Act 2021 (COAA) funding and distributed \$862,415 to 97 meal providers across Idaho to support the modified Congregate and HDM programs. These funds were used to help buy sanitation commodities, disposable meal serving products, support personnel payroll, pay for transportation directed to meal delivery, help paying for higher food costs and printing extra outreach material.

As of July 1st all meal sites are back open and provide meals, except one meal site is closed because of moving into another building.

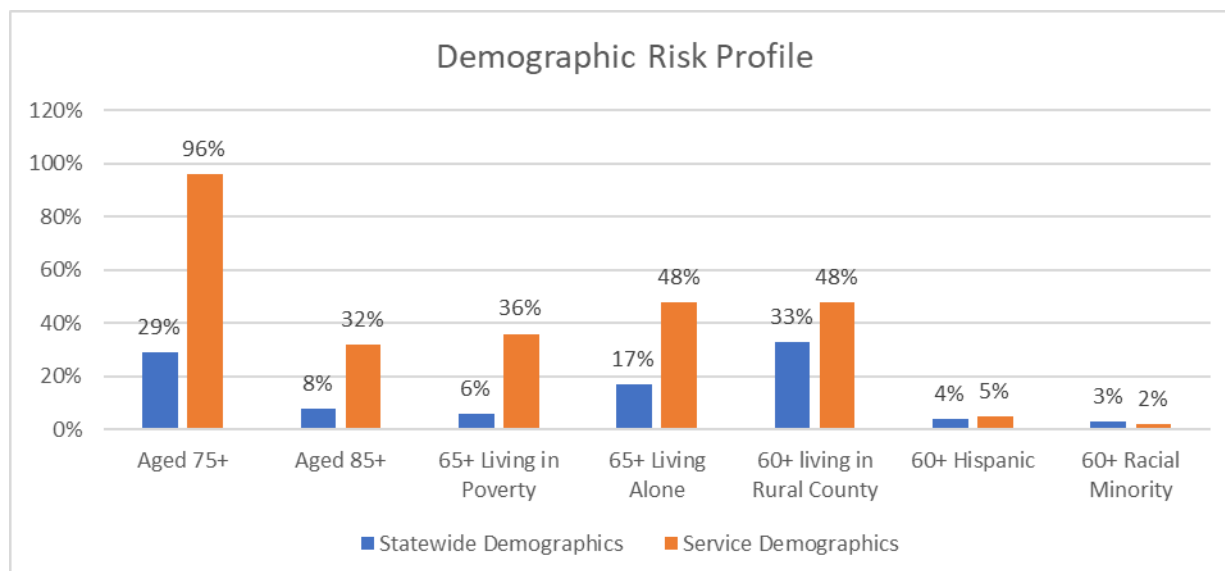
COVID-19 Meal Site Response as of September 1, 2021	AAA 1 North Idaho	AAA 2 North Central Idaho	AAA 3 South -west Idaho	AAA 4 South Central Idaho	AAA 5 South-east Idaho	AAA 6 East-ern Idaho	Total
Number of Meal Sites	13	13	29	18	12	12	97
Closed Congregate Service	1	0	0	0	0	0	1
Congregate meal sites providing dine-in service	12	12	26	17	12	9	88
Sites doing curb-side pick up	6	11	13	16	12	9	67
Closed HDM Program	0	0	0	0	0	0	0

## HOME DELIVERED MEALS, CONT.



Our goal is to exceed the corresponding statewide population demographics. Where areas are lower, we focus greater outreach activities to educate that demographic group about available services. The chart below shows the Census Population % compared to the % of population that received the service.

For example, 29% of the state population is 75 years old and over. Of the number of seniors who participated in the HDM program, 96% of them were 75 or older.



## COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP)



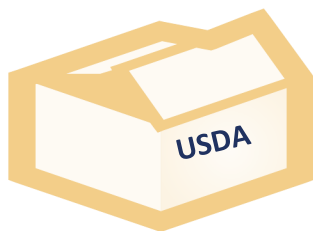
### Service Description

The CSFP assists low-income seniors by providing nutritious monthly USDA food boxes filled with a variety of healthy foods. The box also contains nutritional education, recipes and other information designed to improve health. The Commission partners directly with the Idaho Foodbank to provide this service.

**27,500 food boxes annually**

**2,947 seniors served**

**78 distribution partners**



### **Average 32 lbs. per box and may contain:**

- |               |                     |
|---------------|---------------------|
| · cheese      | · juice             |
| · cereal      | · peanut butter     |
| · canned meat | · canned fruits     |
| · farina      | · oats              |
| · pasta       | · dry beans         |
| · fish        | · canned vegetables |

Administration, food, boxing, transportation, delivery averages \$7.17 per food box. This service could not be done without the volunteers, donations and support of the Idaho Foodbank.

### **SFY2021 Expenditures**

Total Federal: USDA	\$179,816
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## HOMEMAKER



The ability to maintain a clean, safe home is critical to remaining in our homes and communities of choice.

### Service Description

Homemaker services allow seniors to stay in their own homes by providing housekeeping services, meal preparation, and running essential errands. Services are provided either free of charge, or on a sliding fee cost-share basis. Homemaker services are tracked by number of hours.

*Helping  
Seniors  
Stay in Their  
Homes*

The Homemaker program is an in-home service that also reduces the risk of institutionalization for Idahoans. The chart below shows the statewide population % from the Census compared to the % of population that received the service.

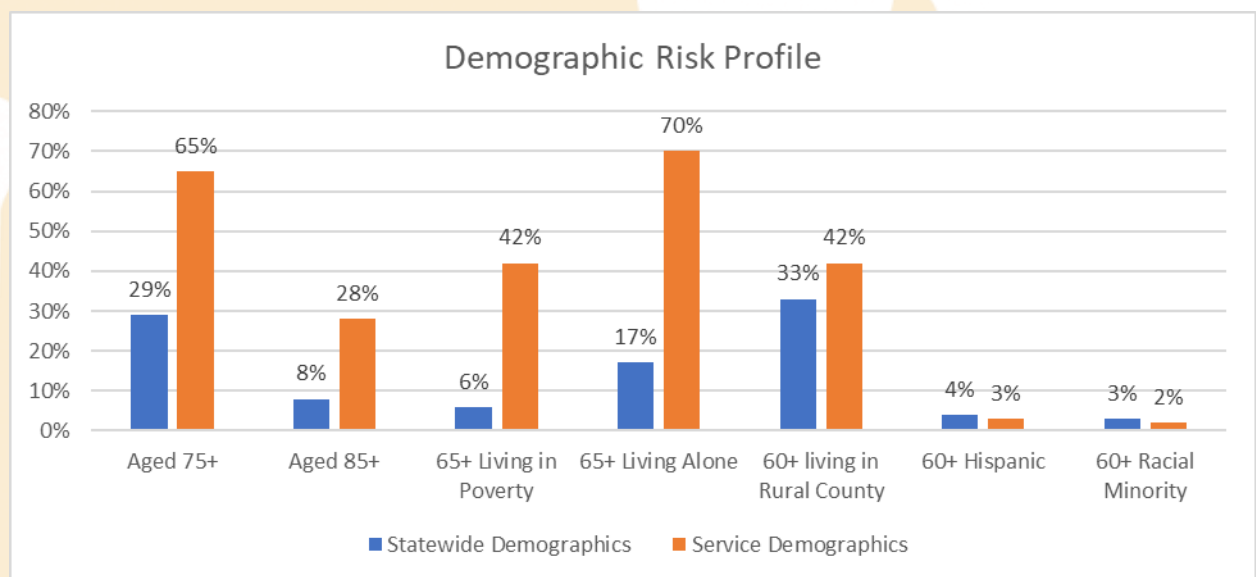
For example, 8% of the state population is 85 years old and over. Of the number of seniors who participated in the Homemaker program, 28% were 85 or older. Our goal is to exceed the corresponding statewide population demographics. Where areas are lower, we focus greater outreach activities to educate that demographic group about available services.

## HOMEMAKER, CONT.

Clients Served: 1263  
 Hours: 48,676  
 Average cost per hour: \$16.10  
 Annual hours per client: 38.5  
 Average cost/Client: \$620.36

### SFY2021 Expenditures

Federal: Older Americans Act	\$32,106
Federal: CARES-COVID-19	\$181,074
State	\$570,337
Total	\$783,517



## NUTRITION SERVICES INCENTIVE PROGRAM (NSIP)



The Commission supports numerous programs to increase the nutritional state and food security of older Idahoans. The NSIP program directly benefits meal sites throughout Idaho by providing additional federal dollars, based on the number of meals served the previous fiscal year.

**97 Meal Providers**

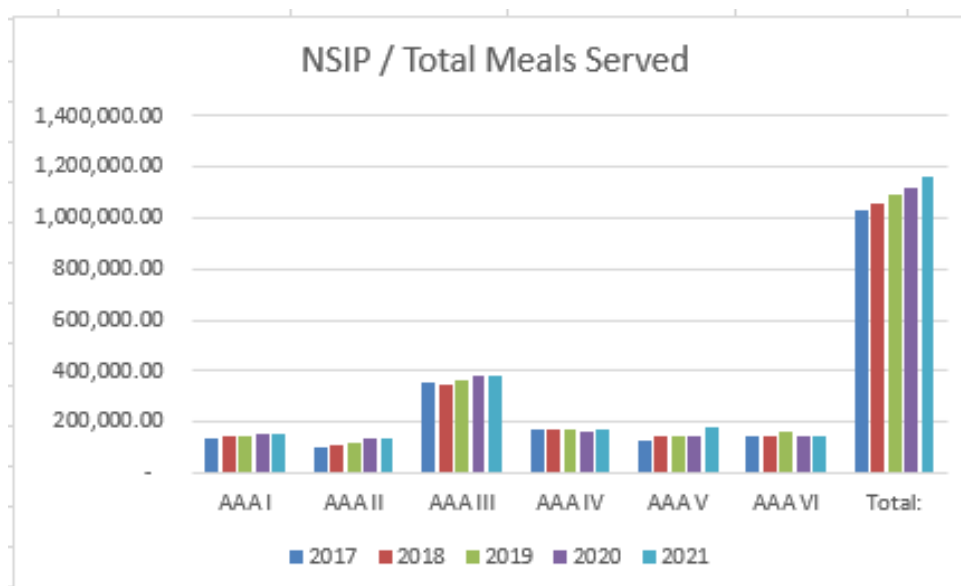
**1,154,868 Meals Served in SFY 2021**

**Average of .69 cents per meal**

### SFY2021 Expenditures

Total Federal: USDA

\$806,027





Chore services are designed to provide home maintenance tasks seniors may not be able to complete on their own, but are necessary to keep their homes safe.

## Service Description

Coordination with community contractors, organizations and volunteers to help seniors and people with disabilities improve home safety through one-time or intermittent service:

- Yard work
- Seasonal maintenance
- Heavy cleaning
- Household maintenance
- Grab bars
- Wheelchair ramps

SFY2021 Expenditures	
Federal: Older Americans Act	\$178
Federal: CARES-COVID-19	\$110
State	\$9,410
Total	\$9,698

Clients	67
Hours	617
Average hours per client	9.2
Average amount/Client	\$148.78
Clients with 3+ ADLs Served	67
Total Expenditure	\$9,968

## IDAHO FAMILY CAREGIVER SUPPORT PROGRAM



Family caregivers in Idaho voluntarily assume the many responsibilities associated with caregiving. Ten years ago the ratio of working age adults to older adults in Idaho was 6 to 1, and now the ratio is 3 to 1. This downward trend will continue through 2030 when all baby boomers reach age 65\*.

A solid support structure is necessary for caregivers to continue providing this important service without compromising their own personal health and well being. ICOA will strategically focus resources to help address this challenge.

\*Population Reference Bureau/US Census Bureau Estimates July 2010

SFY2021: Statewide Service Delivery				
Service	Federal OAA	Federal CARES	State	Total
Information Services - Outreach	\$44,499	\$173	\$0	\$44,672
Access Assistance	\$263,791	\$802	\$0	\$264,593
Support Group/Training/ Counseling	\$134,122	\$1,333	\$0	\$135,456
Respite	\$379,531	\$128,157	\$169,599	\$704,286
Supplemental Services	\$50,490	\$5,383	\$0	\$55,873
Total	\$872,434	\$135,847	\$196,599	\$1,204,880

Units Measurement					
Service	Units		Cost Per	Additional Units	Cost Per Unit
Information Services - Outreach	299	Activities	\$149	N/A	N/A
Access Assistance	4,701	Contacts	\$56	N/A	N/A
Support Group/Training/ Counseling	528	Sessions	\$257	467	Clients \$290
Respite	39,141	Hours	\$20	461	Clients \$1528
Supplemental Services	154	Hours	\$363	N/A	N/A

## IDAHO FAMILY CAREGIVER SUPPORT PROGRAM, CONT.

### Supporting Caregivers to Support Others Makes Sense for Idaho

#### Service Description

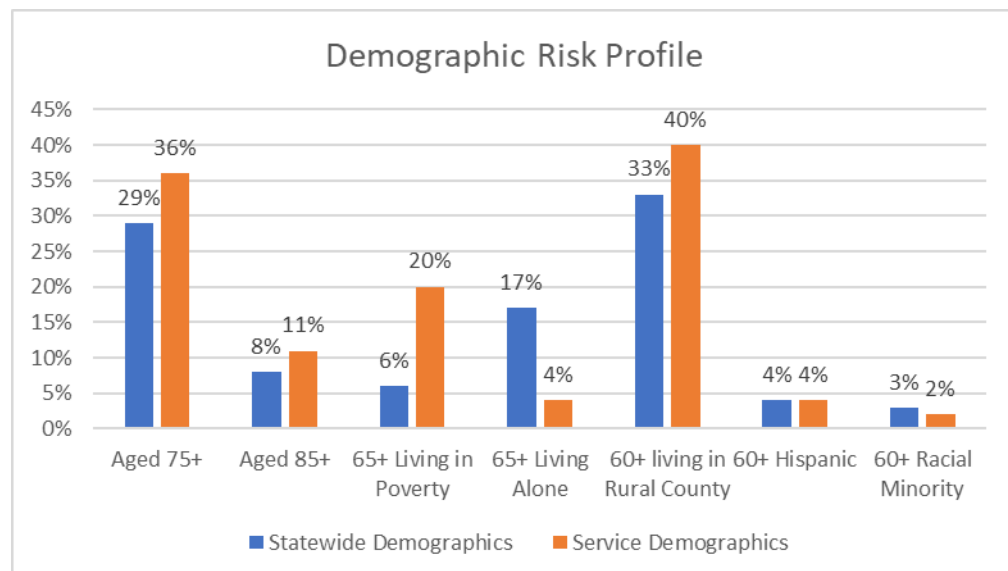
Support and train caregivers through the following activities:

1. Information Services (Outreach)
2. Access assistance (Information & Assistance)
3. Support Group/Education
4. Respite
5. Supplemental Services (Limited basis)

*Enabling  
Seniors to  
Stay in Their  
Communities*

The Respite program is an in-home service to relieve the caregiver for a period of his/her caregiving duties. This is one of the most important services that keeps people in their own home and out of institutionalization. The chart below shows the statewide population % from the Census compared to the % of population that received the service.

For example, 6% of the state population is 65 years old and over living in poverty. Of the number of seniors who participated in the Respite program taking care of his/her loved one, 20% were 65+ living in poverty. Our goal is to exceed the corresponding statewide population demographics. Where areas are lower, we focus greater outreach activities to educate that demographic group about available services.



## ENHANCING IDAHO LIFESPAN RESPITE GRANT



To compliment the Advancing Idaho Lifespan Respite grant the Commission was awarded another competitive 3-year grant to expand, enhance, and improve statewide access to Respite services for over 300,000 family caregivers of all ages using the consumer-directed voucher program.

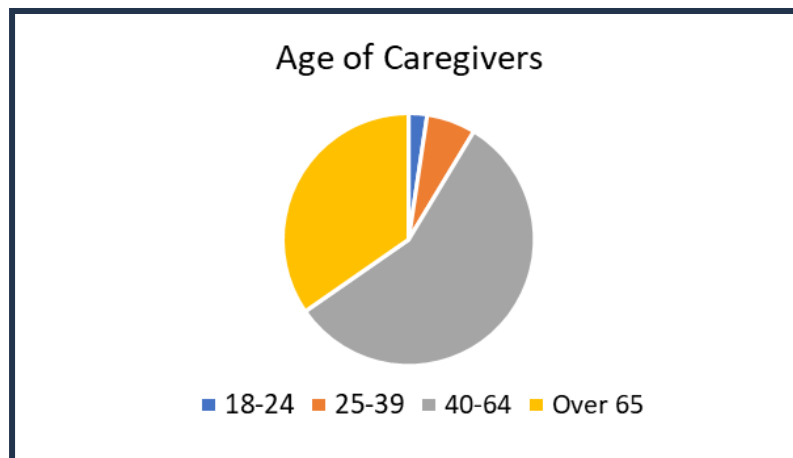
SFY2021 Expenditures	
Federal: Older Americans Act	\$161,327
State	\$37,487
Total	\$198,814

### Enhancing Caregiver Services

#### SFY 2021

**148** Caregivers Enrolled in Consumer-Directed Respite

**12,455** Hours of Respite Provided





## ADVANCING IDAHO LIFESPAN RESPITE GRANT



The Commission was awarded a competitive 3-year grant to expand and enhance statewide access to Respite services for over 300,000 family caregivers of all ages supporting Idahoans across the lifespan to remain at home despite often heavy care needs. It includes funding emergency respite during crisis situations.

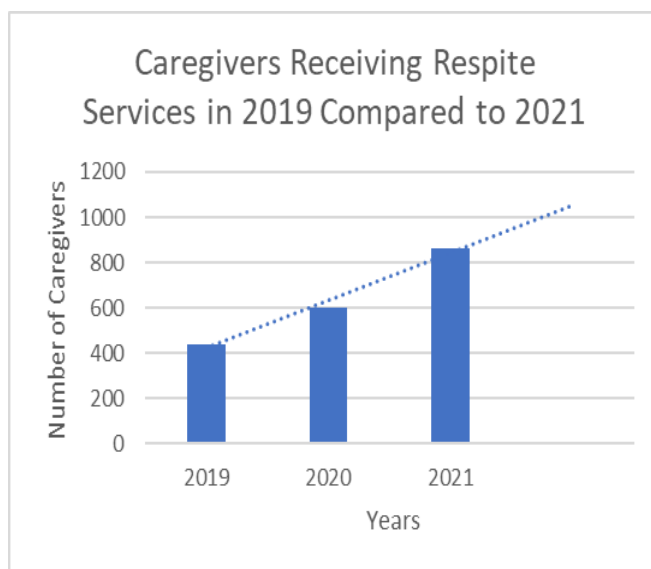
### SFY2021 Expenditures

Federal: Older Americans Act	\$289,488
State	\$18,054
Total	\$307,542

### Service Description

#### Partnership with the Idaho Caregiver Alliance

- Expands and enhances supports for caregivers across the lifespan
- Improves access to respite services including consumer-direction for family caregivers of all ages.



### Trends in Idaho

1 in 4 adults are family caregivers

- 50% assist in personal care
- 6 in 10 report cutting work hours or taking leave affecting their work

1 in 5 non-caregivers will become a caregiver within two years

## DEMENTIA CAPABLE-ALZHEIMER'S DISEASE SUPPORTIVE SERVICES PROGRAM GRANT



To improve supports to families caring for people with dementia, the ICOA is leading a four-year initiative funded by the US Administration on Community Living (ACL). Enhancements include training of family caregivers, in-home service workers, certified family home providers, and anyone who wants to understand the impacts affecting those living with dementia and their caregivers.

*Increasing Dementia  
Capability Across  
Idaho*

The initiative has:

- Expanded the Powerful Tools for Caregivers 6-week workshops statewide to include certified, Spanish speaking / bi-lingual class leaders
- Developed 11 Dementia training modules (English/Spanish)
- Implemented Consumer-Directed Respite service pilot project with the southwest Area Agency on Aging
- Provided Dementia Capable training to Information and Referral staff
- Developed Caregiver Assessment Tool for Information and Referral staff
- Expanded the Alzheimer's Association "Knowing the 10 Signs and 5 Health Habits" education in Idaho
- Funded evaluation activities by Boise State University

SFY2021 Expenditures	
Federal: Older Americans Act	\$188,392
State	\$102,301
Total	\$290,263



Consumer Direction is a service model that allows participants to select, train and choose their own service providers.

### Service Description

Consumer Direction is a service model that can be utilized on homemaker, chore, transportation and respite services.

The Consumer Direction Model is proving to be useful in rural areas where there are lack of services. A successful pilot was recently completed where Consumer Directed services were provided for homemaker, chore and transportation services. 25 seniors participated that otherwise would not have received services.

A statewide demo will be rolled out in early 2022 in an effort to better serve rural Idaho.



## SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM



Older adults trying to find employment may experience challenges. Many factors make finding work difficult including ageism, breaks in work experience and outdated skills. The Senior Community Service Employment Program (SCSEP) assists participants to sharpen skills and gain regular employment. Enrollees are placed in not for profits across the state. The employer gains a motivated worker with subsidized wages while the senior worker benefits from a steady income stream and the self-esteem of a job well done.

### Service Delivery

- Total clients that participated in program: 59
- Average length in SCSEP: 8.0 months
- Total hours worked in SCSEP community service: 37,023

### Trends in Idaho

21,102 Seniors in Poverty  
Poverty = \$12,760 annually single person household  
Poverty = \$17,240 annually two person household

Federal Program Year 2021 Expenditures	
Federal: Enrollee Wages	\$312,816
Federal: Other Enrollee Expenditures	\$37,381
Federal: CARES-COVID-19	\$0
Total Federal Assistance Dept. of Labor	\$405,152
Local In-kind Match	\$58,720
Total with In-kind Match	\$463,872

The Idaho SCSEP has worked extensively to recover from the impact that the COVID-19 pandemic had on SCSEP. At end of the performance year 2020, ICOA and their subrecipient, Easterseals-Goodwill (ESGW), were able to recruit 23 new SCSEP participants and exit 24 participants, with 6 of the 24 exited participants moving into unsubsidized employment. SCSEP participants contributed 37,023 community service hours during their tenure with SCSEP (note: USDOL did not take into account “community service” as a performance measure due to the impact of COVID-19). The median value of earnings that participants who exited the program in the second quarter after the quarter of their program exit was 3,656 (performance measure goal for PY20 was 2,735). In addition to the state SCSEP grant, ESGW is now the national SCSEP grantee, and with their new national grantee role, the aim will be to utilize that opportunity to gain more public exposure to ICOA as the Idaho state SCSEP recipient.

# MEDICARE IMPROVEMENTS FOR PATIENTS AND PROVIDERS ACT (MIPPA)



Through targeted outreach, the Medicare Improvements for Patients and Providers Act (MIPPA) program identifies low-income Medicare beneficiaries who may qualify for subsidies that reduce their out of pocket healthcare costs. They assist beneficiaries to complete the required paperwork and provide Medicare low-income assistance program education.

## SFY2021 Expenditures

Total Federal: Older Americans Act

\$86,612

## Service Description

Outreach in partnership with Idaho's Department of Insurance State Health Insurance Benefit Advisors (SHIBA) to sign up eligible beneficiaries for:

- Medicare Savings Programs (MSP)
- Low-Income Subsidy (LIS)
- Medicare Part D and Prevention and Wellness benefits

Network Partners and Rural/ Urban Designation	AAA I - North Idaho	AAA II North Central Idaho	AAA III - South- west Ida- ho	AAA IV South Central Idaho	AAA V Southeast- ern Idaho	AAA VI Eastern Idaho
Host Agency Contacts	41	13	230	18	29	196
Rural	20	11	54	0	27	100
Urban	21	2	172	18	3	96
Pharmacies	36	0	32	8	3	29
Clinics/Health Care Providers	2	0	59	1	23	59
Other Organizations	3	13	139	9	3	108

- Contracted with SHIBA for open enrollment marketing campaigns
- Contracted with six AAAs to:
  - Recruit host sites
    - Pharmacies — rural and urban
    - Local clinics — rural and urban
    - Other health care providers — rural and urban
  - Develop partnerships with community organizations
  - Provide outreach to Tribal communities

**H**ealthy lifestyles promote successful aging and can prevent or lessen the severity of many chronic conditions. The Commission sponsors programs that address general and specific health issues for aging adults. Educational opportunities are offered in-person in local communities and statewide through virtual delivery. Staying healthy preserves resources and brings an abundance of positive returns for individuals, families, and communities.



*Helping  
Seniors Stay  
Healthy*

## Investing in Healthy Aging

- Provides access to reliable and trustworthy information, services and supports
- Funds opportunities for seniors to stay active in the community
- Access to caregiver training and resources
- Assists people to meet their own independent living needs as they age

## INFORMATION AND ASSISTANCE (I&A)



### Empowering Self-Determination through Reliable Information

Supporting aging Idahoans to make informed decisions regarding their needs is a priority for the Commission. Information & Assistance (I&A) is available to all Idahoans via their local AAAs. Based on skilled assessment, I&A workers determine eligibility and register clients for needed services.

**Area Agency Staff: 23.12**

**Annual Contacts: 29,716**

#### Service Description

- Provides individuals with long-term care information
- Prepares initial and annual eligibility assessments
- Links people to available services and resources
- Ensures individuals receive services through follow up

SFY2021 Expenditures	
Federal: Older Americans Act	\$1,144,477
Federal: CARES-COVID-19	\$30,669
Total	\$1,175,146



## DISEASE PREVENTION & HEALTH PROMOTION



Physical and mental health promotes successful aging.

Good choices maximize function and keep people active and engaged, supporting aging in place in communities of choice. The AAAs bring evidence-based education and

health promotion programs directly to older Idahoans in their local areas.

People who take advantage of these programs enjoy numerous positive outcomes beyond the immediate health benefits.

SFY2021 Expenditures	
Total Federal: Older Americans Act	\$138,099

### Service Description

Peer-led educational workshops offered in-person or virtually provide strategies and techniques with local connections to:

- Build a personal and professional healthcare support network
- Identify methods of reducing sick-day issues
- Learn relaxation strategies to reduce physical and emotional stresses
- Discover how proper nutrition can improve health
- Create a plan to achieve appropriate level of physical activity
- Understand treatment choices
- Communicate effectively with family and healthcare team

## CHRONIC DISEASE SELF-MANAGEMENT EDUCATION

Evidence-Based Programs	AAA I - North Idaho	AAA II North Central Idaho	AAA III - South-west Idaho	AAA IV South Central Idaho	AAA V South-eastern Idaho	AAA VI Eastern Idaho
Care Transitions	X					
Honoring Choices	X					
Chronic Pain Self-Management			X			
Chronic Disease Self-Management		X			X	X
Diabetes Self-Management			X			X
Fit and Fall Proof	X				X	
Over 60 and Getting Fit				X		
Powerful Tools for Caregivers		X	X		X	
Mind Over Matter (MOM) – Promoting Continence	X					

*Helping  
Seniors Stay  
Healthy*



## CHRONIC DISEASE SELF-MGMT EDUCATION GRANT

State Fiscal Year 2021 was the second year of a three-year \$150,000 grant to implement diabetes and chronic pain self-management education workshops. The focus was on building sustainable capacity in rural areas of the state. This pilot was conducted in conjunction with the Area 3 Agency on Aging, covering the 10 counties in southwest Idaho. The grant completes April 30, 2022. The findings will be initially disseminated statewide in October 2021 with any final modification provided in July 2022. This will form the foundation of the Idaho Title IID program moving forward.

As COVID-19 became a worldwide pandemic in March 2020, the Idaho program had to make quick changes to provide virtual training instead of the standard in-person delivery method. Challenges were faced due to both the lack of internet availability and device ownership in many parts of the state. In addition, many potential participants lacked the experience and skills to engage in online workshops without some initial training. This was offered through a “session zero” prior to the start of a workshop, offering people the chance to experience login into a ZOOM meeting, becoming familiar with meeting controls, receiving assistance from the facilitator if needed, and allowing them to meet others they would be attending with. Social distancing, the necessity for virtual training that necessitated it, was also a barrier to easily providing it for those with technology barriers.

Despite these challenges, Idaho programs continued to experience a relatively high completion rate of 84%. Current efforts are focusing on establishing a strong community-based framework capable of building and sustaining a robust health promotion program across the state.




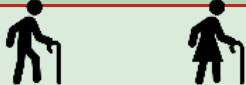

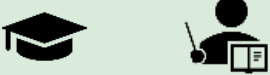


	Workshops	Participants	Completers	Completion Rate
Total	8	44	37	84%

SFY2021 Expenditures	
Total Federal: Older Americans Act	\$59,937

## CHRONIC DISEASE SELF-MGMT EDUCATION

New AAA staff in several of the AAAs resulted in the need to provide technical guidance on program and capacity building. Experience and materials from the CDSME grant were utilized to provide samples of outreach for other AAA use. The master trainers funded through the CDSME grant were utilized to train new lay leaders within the state. They can now provide workshops both in-person in their local areas and virtually, making those workshops available across the state. A revised social media platform was also implemented to provide private Facebook groups to simplify communication and information sharing for the program providers.

Community partners form a critical part of the program infrastructure. A combination of government, public, private, and non-profit organizations were selected to form an advisory board that will provide feedback and suggestions for program improvements and sustainability. Other community members were included in outreach efforts aimed at building awareness, identifying potential lay leaders and host agencies, and potentially forming contractual relationships with community-based providers.

Health Systems Participation	3	
Senior Centers	31	
Home Care	2	
Colleges and Universities	5	
Community Organizations	5	
Faith Based Organizations	3	

## CONGREGATE MEALS



Enjoying a meal with others is an enduring pleasure of life. Adequate nutrition is an enduring need throughout life. The Congregate Meal program provides both for aging Idahoans. Most congregate meal sites are senior centers where more than meals are provided, including opportunities for education, entertainment, classes and medical health screenings. Community members provide hours of volunteer service to meet needs and keep program costs low.

*Feeding Body and  
Soul*

SFY2021 Expenditures	
Federal: Older Americans Act	\$1,276,072
Federal: FFCRA-COVID-19	\$0
Federal: CARES-COVID-19	\$29,472
State	\$261,071
Total	\$1,566,617

### Service Description

Prepare and serve meals in a congregate (group) setting:

- Provide socialization of older individuals
- Reduce hunger, food insecurity and malnutrition
- Promote health and well-being

## CONGREGATE MEALS, CONT.

### Significant Changes due to COVID-19:

Due to senior isolation from COVID-19, client registrations decreased by 3,368 from 14,493 to 11,125.

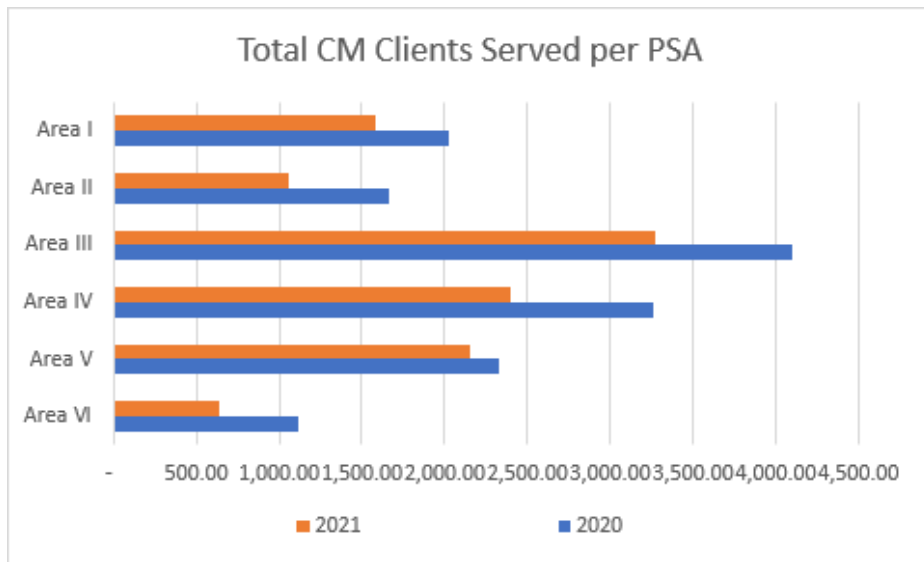
There was a 56,858 decrease in meals served from 443,459 the year before to 386,601 this year. The cause was COVID-19 and the change in service delivery, which went from dine-in to curbside pickup and home meal delivery.

Funding decreased by \$191,586 from \$2,192,671 in SFY2020 to \$2,001,085 in SFY 2021 due to a different service and reimbursement changes to help the meal sites continue service during the adverse conditions of COVID-19.

**Pandemic Response:** To help the meal sites continue meal preparation and delivery during the initial onset of COVID-19, ICOA received additional supplemental funding under the Consolidated Appropriations Act 2021 (COAA) funding and distributed \$862,415 to 97 meal providers across Idaho to support the modified Congregate and HDM programs. These funds were used to help buy sanitation commodities, disposable meal serving products, support personnel payroll, pay for transportation directed to meal delivery, help paying for higher food costs and printing extra outreach material.

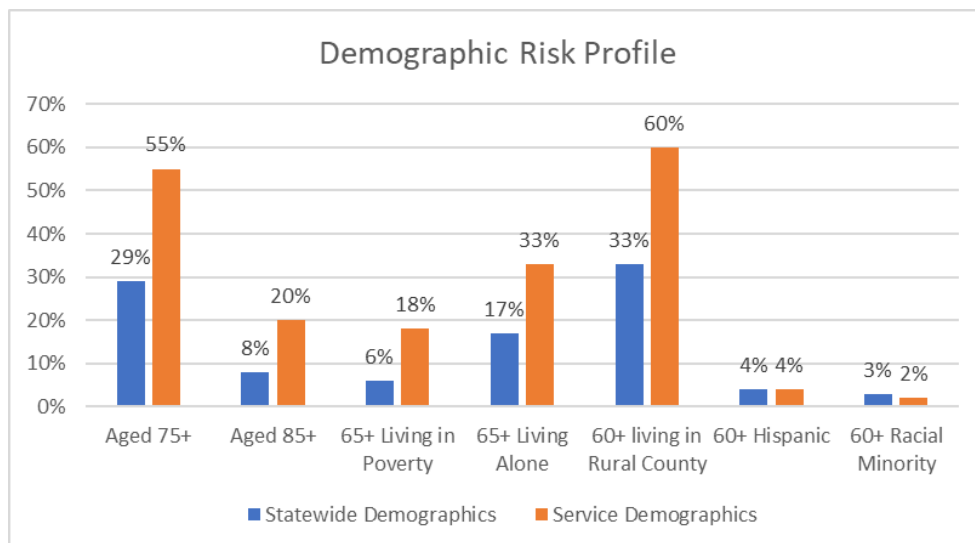
SFY2021 Changes to Meal Rate Reimbursement		
Area Agency on Aging	Original CM Rate	COVID-19 COAA Rate: CM
AAA I-North Idaho	\$4.20	\$5.20
AAA II-North Central Idaho	\$3.15	\$4.15
AAA III-Southwest Idaho	\$4.00	\$5.00
AAA IV-South Central Idaho	\$3.50	\$4.50
AAA V-Southeast Idaho	\$3.25	\$4.25
AAA VI-Eastern Idaho	\$2.30	\$3.30

## CONGREGATE MEALS, CONT.



One goal of healthy aging is socialization which helps seniors to stay informed about community services and builds supports that help reduce the risk of institutionalization. This not only reduces private and/or public cost incurred by institutionalization but allows the individual to reside in their home and community of choice.

The chart below shows the Census Population % compared to the % of population that received the service. For example, 17% of the state population is 65 years old and over and live alone. Of the number of seniors who participated in the congregate Meal program, 33% of them were 65 and over and living alone. Our goal is to exceed the corresponding statewide population demographics. Where demographic areas are lower, we focus greater outreach activities to educate that demographic group about available services.





## SENIOR MEDICARE PATROL (SMP) FRAUD PREVENTION



Education for Medicare and Medicaid beneficiaries to detect, report, and prevent health care fraud. Trained Senior Medicare Patrol (SMP) staff and volunteers conduct group education sessions, provide one-to-one counseling with Medicare beneficiaries, and hold regional Scam Jams.

### SFY2021 Expenditures

Total Federal: Older Americans Act	\$238,545
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### Service Description

The SMP mission is to empower and assist Medicare beneficiaries, their families, and caregivers, to prevent, detect, and report suspected healthcare fraud, errors, and abuse through outreach, counseling, and education. One recurring annual highlight is the “Scam Jam”: a full day interactive conference in various communities throughout Idaho, coordinated by the Idaho Scam Jam Alliance (ISJA), the Idaho Commission on Aging, Better Business Bureau, AARP, Idaho Office of the Attorney General, Idaho Department of Finance, Idaho State Tax Commission, SHIBA, Justice Alliance for Vulnerable Adults, Idaho Crime Prevention Association, Idaho Department of Insurance, Idaho Legal Aid, and Boise State University.

**66 Group outreach & education events**

**3,051 people reached through group outreach**

**4,845 One-to-one counseling sessions**

**57 Active SMP team members**



## LONELINESS REDUCTION



Loneliness Reduction is a series of programs designed to decrease the emotional and economic impacts of social isolation and loneliness.

**Calls: 1,511**

### Service Description

#### Friendly Caller Program

Clients receive friendly calls from staff and volunteers on a self-directed basis. This program has developed relationships with community volunteers, businesses and colleges throughout the state.

SFY2021 Expenditures	
Federal: Older Americans Act	\$16,789
Total	\$16,789

Friendly Caller	3655 Calls
#ICOA Connects	600 Letters
School Letters	500 Letters

### **Holiday Letter Writing—#ICOAconnects**

Letter writing campaign encouraging all Idahoan's to send holiday letters and cards to a nursing home or assisted living facility near where they live.

## LONELINESS REDUCTION CONT.

### School Letter Writing

Elementary age children wrote letters to seniors receiving home delivered meals in eight different communities. This program helped children learn letter writing skills while helping alleviate loneliness.

### Intergenerational Programming

In addition to letters written by schools some community organizations are also providing letters and yard work to seniors in the Canyon County area, and are looking to expand the program.

### Pro Age Connections

An award winning program designed by Area V Agency on Aging is designed to bring loneliness awareness and solutions to all aspects of their senior services through phone calls and letter writing. There are also plans in place for post COVID in-person connections.

### Joy for All Pets

Lifelike electronic pets that have been shown to decrease the impact of loneliness in older adults.



People need a convenient way to access accurate information from a trusted source. The Idaho

Commission on Aging leverages their website to inform the people they serve of options, services, and online education. This information allows older Idahoans to choose how best to improve their lives.

Visit the ICOA website at:  
[www.aging.idaho.gov](http://www.aging.idaho.gov)

Home Programs Caregiver Advocate Health Professional Resources Crisis Resources

Supporting well-being for aging Idahoans.  
 Stay at Home. Stay Healthy. Stay Safe. Stay Informed.

**Stay at Home**  
 Fortify your ability to remain independent at home

**Stay Healthy**  
 Maximize your ability to enjoy life

**Stay Safe**  
 Enhance your security now and later

**Stay Informed**  
 Plans and decisions for successful aging

**Find Nearby Services**  
 Find your area and click

**Stay Educated**  
 Successful people never quit learning. Caregivers deserve reliable and helpful information. When you take one of our FREE self-paced courses you will gain tips and skills that increase your abilities and confidence.  
 Click HERE to go to our Stay Educated page and begin your journey to becoming a more skilled and confident care partner.

**ICOA Event Calendar**  
 Commit to Connect  
 Learn something new, meet a new friend, or just enjoy a change of scenery.  
 View our calendar for classes, happenings and events of interest to seniors and caregivers in Idaho.  
 View Calendar

Included on the website is access to the online reporting form for mandated reporters and financial institutions to communicate suspicions of abuse, neglect, self-neglect, and exploitation of vulnerable adults.

<https://aging.idaho.gov/stay-safe/online-reporting-tools/>

## WHY ONLINE LEARNING?



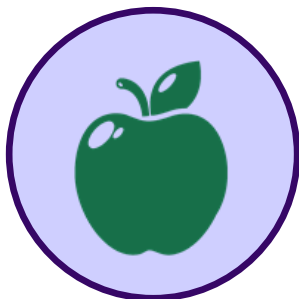
Idahoans are smart, hard working, and independent people. With the proper knowledge and skills older Idahoans and their families can chart a path to healthy aging that works for all involved. Our education is designed to facilitate the necessary knowledge and skills to help keep older and disabled Idahoans living in their own communities for as long as possible. All of our courses are **FREE**.

### CURRENT CONTENT INCLUDES

- Dementia Skills
- Caregiver Skills
- Healthy Caregiving



## LET'S END LONELINESS CAMPAIGN



Current events have shone a spotlight on the horrible effects of loneliness and social isolation. Idaho is known for her committed and numerous volunteers.

The **End Loneliness Campaign** supports volunteers, professionals, elected officials, and concerned citizens to end loneliness in our state. These concerned citizens have used our training to develop their skills to end loneliness.

*Loneliness is as  
detrimental to health  
as smoking*



### LET'S END LONELINESS CAMPAIGN

A Spanish language option can be chosen on the first slide of each module.

Module One: [Let's Understand Loneliness, 6:00](#)

Module Two: [Let's Talk About Loneliness, 4:05](#)

Module Three: [Let's Reduce Loneliness, 8:47](#)

Module Four: [Let's Communicate Well, 8:12](#)

Module Five: [Let's be Professional, 4:47](#)

Module Six: [Let's take Care of Ourselves, 4:11](#)

**Join the Campaign** and increase your knowledge about loneliness by taking our six module course, browse the tools and resources, and reach out to your local [Area Agency on Aging](#) to get involved. <https://aging.idaho.gov/area-agencies-on-aging/>

## CAREGIVER SKILLS

Is your loved one or neighbor in the hospital? Are you worried you won't know how to care for them when they return? Then this series is for you!

### Caregiver Skills: [Mobility](#)

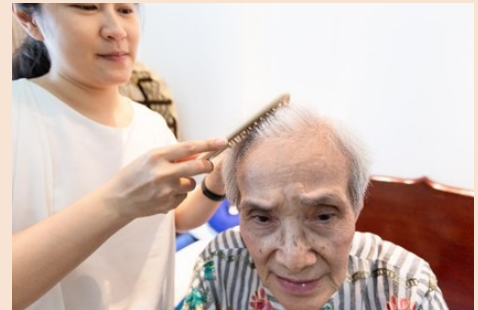
Start here with videos on preparing your home, and how to transfer from the car into the wheelchair.

Caregiver Skills: [Special Diets](#)

Caregiver Skills: [Wound Care](#)

Caregiver Skills: [Incontinence](#)

Caregiver Skills: [Managing Medications](#)



### New this year

Caregiver Skills: [Specialized Medical Equipment](#)

Video: [Using Oxygen](#) 8:45

Video: [Using a Nebulizer](#) 7:16

Video: [Using a Mechanical Lift for Transfers](#) 10:49

Video: [Home Infusion \(IV\)](#) 9:13

Video: [Home Peritoneal Dialysis](#) 4:56

Video: [Vascular Access for Hemodialysis](#) 4:30

The ICOA website is an up-to-date and trusted source of information related to healthy aging.

In an average month in 2020:

- **6,521** visitors came to their website
- **36** health care professionals downloaded the Alzheimer's early diagnosis toolkit
- **71** downloaded caregiver support resources
- **22** medication tracking logs were printed
- **19** people downloaded materials to prevent or identify elder abuse





This 11-module course teaches both family caregivers, and facility staff how to interact with people living with dementia in a manner that not only does not trigger distressing behaviors like aggression and agitation, but actually promotes quality of life and joyful moments.

### Highlights:

Almost 1000 visitors

New Spanish language narration available to choose on the first slide of the module.

Live presentation kit created, and presenters trained. Call your local AAA office if you want a live presentation.

<https://aging.idaho.gov/area-agencies-on-aging/>



***Over 98% of participants found the on-line Dementia training useful and would “very likely” recommend it to others.***

### Helping Shouldn't Hurt

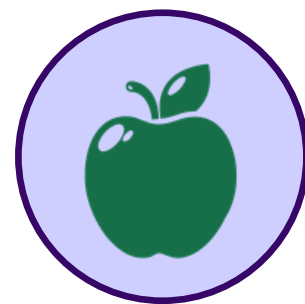
People who care for others as a large part of their life, are at risk of helping till it hurts. This applies to paid and volunteer caregivers, healthcare and social service professionals, clergy, and emergency workers.

This three-part series teaches attitudes and skills to make sure we can have BOTH the satisfaction of making a difference and a healthy balanced life. Each module has a toolbox and resources that can be used to make and track changes towards a better balance of helping without the hurt.

Module One: [Controlling Stress](#)

Module Two: [Preventing Burnout](#)

Module Three: [Promoting Resiliency](#)



# ICOA PLANNING PROCESS



## New this year

The Commission on Aging is at its core a planning organization. This six-module course explains the approved methodology for State and Local planning throughout the aging network. The tools presented in these modules will elevate the planning and ultimately the programs and services of any organization who commits to them.

Planning Process: [Phase One – Plan and Organize](#)

Planning Process: [Phase Two – Environmental Analysis](#)

Planning Process: [Phase Three – Identify Opportunities](#)

Planning Process: [Phase Four – Strategic Planning](#)

Planning Process: [Phase Five – Strategy Execution](#)

Planning Process: [Phase Six – Quality Improvement](#)



## ICOA TRAINING WITH STAKEHOLDERS

In the 2<sup>nd</sup> year of ICOA's observance of Falls Prevention Awareness Month, four educational seminars were developed and presented. They included a 90-minute general consumer information seminar, and three 60-minute seminars including one specific to trip hazards at home and how to remove them, how physical activity impacts a person's fall risk along with a 20-minute follow-along at-home exercise demonstration with both standing and sitting demos, and finally, a seminar specifically for current and future (student) healthcare professionals. This final seminar focused on informing them about the impact of falls on older people and how to easily incorporate falls risk assessment as a matter of practice.

The Senior Community Service Employment Program (SCSEP) and the nutrition program conducted an in-service training for ICOA's meal sites to educate them on the SCSEP, how seniors, host agencies, and employers benefit from the program, and discussing the feasibility of ICOA's meal sites becoming host agencies. SCSEP participants gain employment training throughout the program, and host agencies play a crucial role in supervising participants and providing an environment where older workers are able to get the necessary skills to gain unsubsidized employment in their desired careers. ICOA's meal sites have the potential to be excellent host agencies, as many SCSEP participants in Idaho seek to gain unsubsidized employment in careers where public and customer service skills are essential.

The Lifespan Respite grant compelled the creation of an ICOA web training portal for Area Agency on Aging I&A staff to use as guidance for implementing and reporting consumer-directed respite. The portal hosts the protocols, manual, reporting templates, forms, applications and other pertinent documents required to successfully launch the project :

<http://aging.idaho.gov/aaa-consumer-directed-lifespan-resources-and-protocol-guide/>

In addition, the Alzheimer's Disease Supportive Services grant fostered the use of utilizing ICOA web for Area Agency on Aging I&A Options Counseling / Motivational Interviewing strategies and the Resource Guide for Caregivers for Persons with Dementia training materials: <https://aging.idaho.gov/information-assistance-options-counseling-resource-training/>

A Dietitian training was developed by the AAA contracted Dietitians together with the ICOA Nutrition Program Specialist to make sure that the AAAs and meal sites understand the importance of having the menu approved prior to meals getting served. It is a requirement of the Older American Act that meals need to meet the Dietary Guidelines for Americans.

A Meal site Check in Clerk training was developed by the ICOA Nutrition Program Specialist to ensure nutrition program funding, goals and eligibility requirements are understood correctly. The training also focused on identifying methods for ensuring approachable responsive and effective communication with participants. Understanding the importance of accurate documentation is another main goal.

A Home-Delivered Meal Driver Delivery training was developed to discuss the food safety responsibilities of drivers for home-delivered meals to prevent foodborne illnesses. Important factors are personal hygiene, washing hands, temperature measuring, but also clean vehicles, appropriate containers for food, and how to clean and sanitize after they were used.

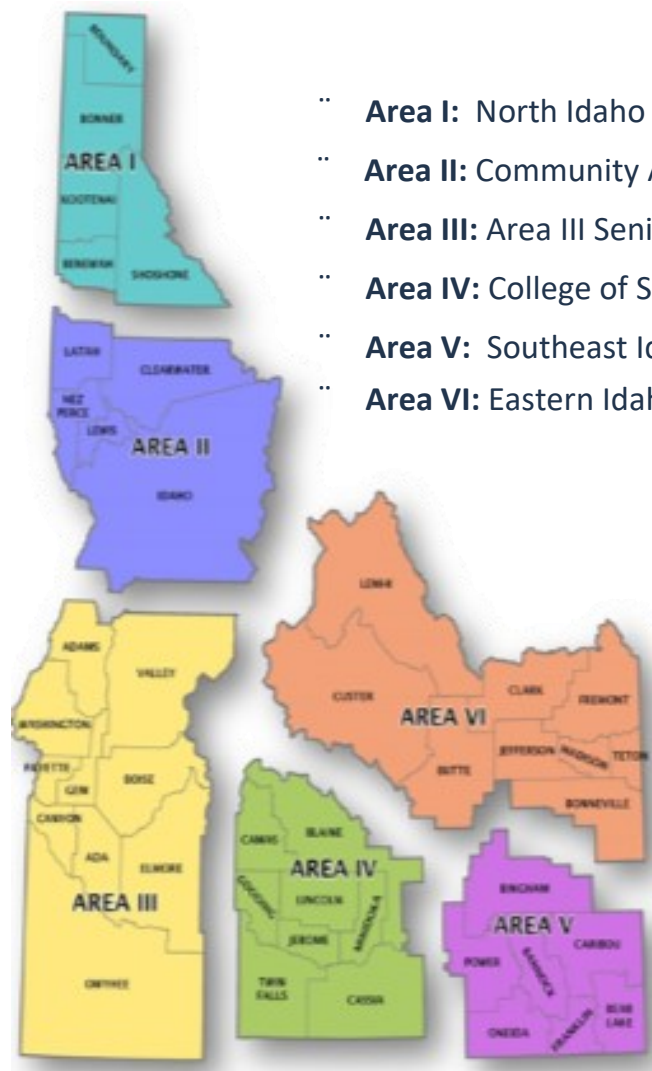
The State Ombudsman Program Provided training on program requirements to the local Ombudsman Program. Developed training tools in the form of Power Points to be used by the local ombudsman to provide training to facility staff and to provide training to resident councils on resident rights. Created a Power Point to be used by the local ombudsman to train on the Ombudsman program-who we are and what we do.

In coordination with Intermountain Fair housing, Legal Aid, DisAbility Rights Idaho we created and presented a seminar with a Power Point to train long term care staff, family and residents, and other professionals about resident rights in relation to eviction/discharges in facilities-October 2020. This lives on the ombudsman site.

## THE INTRASTATE FUNDING FORMULA (IFF)

With the advice of our Commissioners, and input from the six AAAs, ICOA developed an IFF that meets federal guidelines. Area Agencies on Aging budget this money to meet the needs of at risk seniors in their areas.

AAAs are funded with trustee and benefit monies, per Section 67-5007 Idaho Code, and receive about 80% of the Commission's appropriation. AAAs plan and facilitate service delivery in local communities throughout the state.



- .. **Area I:** North Idaho College
- .. **Area II:** Community Action Partnership
- .. **Area III:** Area III Senior Services Agency
- .. **Area IV:** College of Southern Idaho
- .. **Area V:** Southeast Idaho Council of Governments
- .. **Area VI:** Eastern Idaho Community Action Partnership

# BUDGET AUTHORIZATION DISTRIBUTIONS

## FY 2022 Title III Funding Formula, Based on Weighted Elderly or "at risk" Population

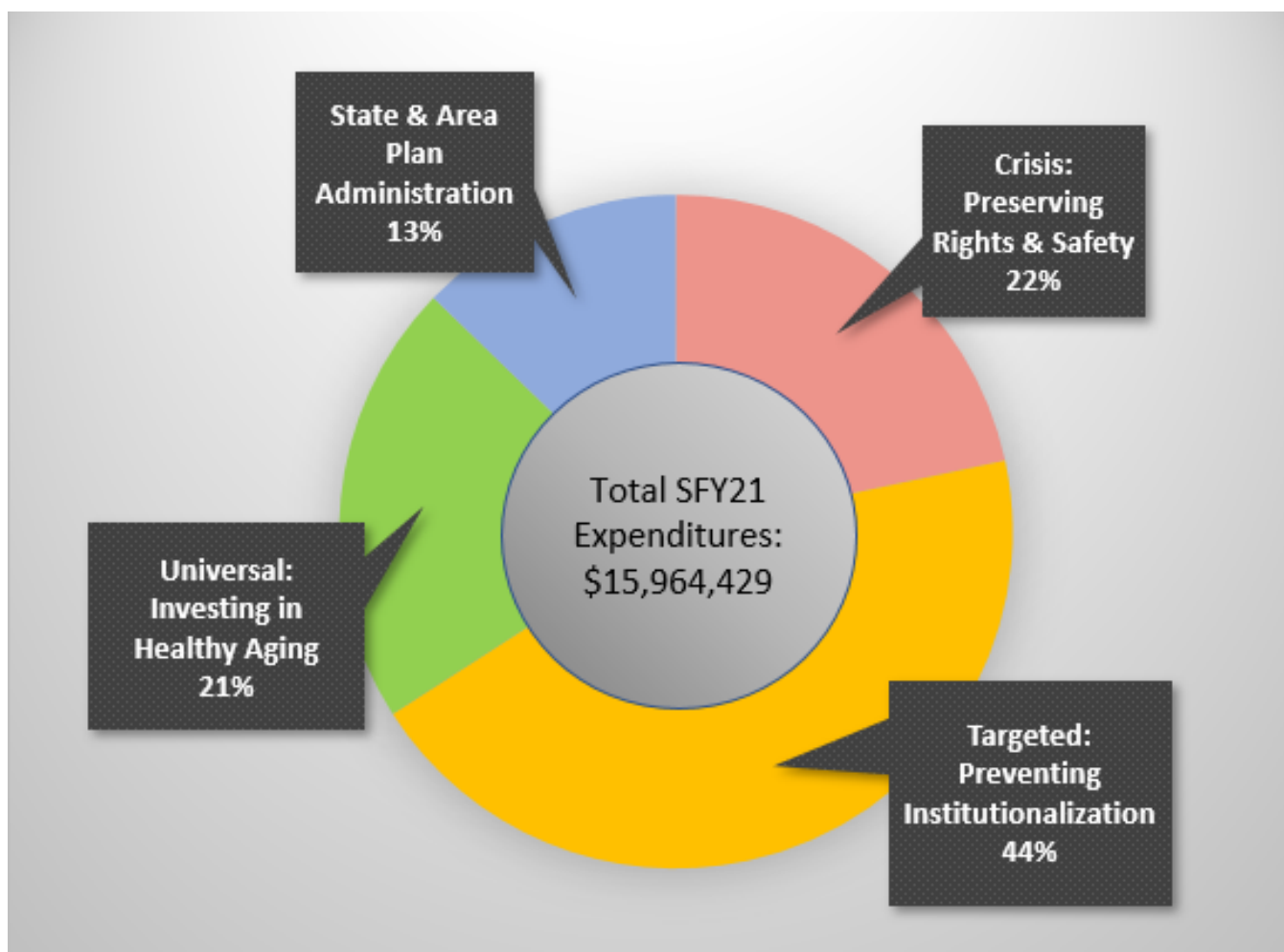
	Federal	State	Total
Total Funds for AAA Distribution	6,141,515	3,697,600	9,839,115
Base Funding Amounts: 10% of Fund	614,152	369,760	983,912
Remaining Balance for Formula Distribution	5,527,364	3,327,840	8,855,204

	Area I	Area II	Area III	Area IV	Area V	Area VI	TOTAL
<b>Base Funding (1/6 of Base Amount)</b>							
Federal Funds	102,359	102,359	102,359	102,359	102,359	102,359	614,152
State Funds	61,627	61,627	61,627	61,627	61,627	61,627	369,760
<b>Weighted Population Used for Formula</b>							
Weighted Population	73,115	32,556	163,447	58,809	45,290	45,360	418,577
65+ Living in Poverty	3,357	1,805	10,266	2,860	2,102	1,911	22,301
65+ Living Alone	10,983	5,178	29,275	7,042	6,234	6,833	65,545
60+ Racial Minority	2,246	1,375	6,948	1,445	1,931	1,192	15,137
60+ Hispanic	1,363	386	9,224	3,846	1,860	1,752	18,431
60+ Living in Rural	30,349	11,758	46,023	26,499	19,819	18,137	152,585
75+	19,911	9,371	49,203	13,533	10,508	12,278	114,804
85+	4,906	2,683	12,508	3,584	2,836	3,257	29,774
Percentage of Weighted Population	17.47%	7.78%	39.05%	14.05%	10.82%	10.84%	100%
<b>Formula Driven Funding (Multiply: Weighted Population Percent and Balance of Formula Distribution)</b>							
Federal Funds	1,067,852	532,265	2,260,697	878,939	700,419	701,343	6,141,515
State Funds	642,918	320,459	1,361,090	529,180	421,699	422,255	3,697,600
<b>Total Base + Formula</b>	<b>1,710,769</b>	<b>852,724</b>	<b>3,621,787</b>	<b>1,408,119</b>	<b>1,122,118</b>	<b>1,123,598</b>	<b>9,839,115</b>
Title VII Funds	14,954	8,713	42,365	11,215	9,230	9,933	96,410
COVID Funding	536,809	267,568	1,136,458	441,841	352,088	352,563	3,087,327
<b>Total FY 2022 Title III Budget</b>	<b>2,262,533</b>	<b>1,129,005</b>	<b>4,800,610</b>	<b>1,861,175</b>	<b>1,483,436</b>	<b>1,486,094</b>	<b>13,022,853</b>



## ICOA AND AAA EXPENDITURES



**RESPONDING TO SENIORS IN CRISIS**  
**PREVENTING INSTITUTIONALIZATION**  
**INVESTING IN HEALTHY AGING**

## ICOA AND AAA EXPENDITURES, CONT.

<b>*SFY2021: State Office Projects</b>	<b>Federal Grant Funds</b>	<b>Federal COVID- Funds</b>	<b>State Funds</b>	<b>Total</b>
State Plan Administration	\$370,823	\$156,184	\$486,296	\$1,013,304
Idaho Lifespan Respite	\$289,488	\$0	\$18,054	\$307,542
Idaho Dementia Capable	\$188,392	\$0	\$102,301	\$290,693
Chronic Disease Self-Management Education	\$59,937	\$0	\$0	\$59,937
Senior Medicare Patrol	\$105,940	\$0	\$0	\$105,940
Medicare Improvements for Patients and Providers Act	\$24,204	\$0	\$0	\$24,204
Senior Community Service Employment Program	\$395,543	\$0	\$0	\$395,543
Idaho Adult Protective Services Expansion Grant	\$132,830		\$28,558	\$161,388
State Ombudsman	\$69,881	\$0	\$17,412	\$87,293
Elder Abuse Prevention Title VII	\$23,430	\$0	\$0	\$23,430
Aging & Disability Resource Center	\$0	\$38,000	\$0	\$38,000
Commodity Supplemental Food Program	\$179,816	\$0	\$0	\$179,816
<b>Total ICOA Expenditures</b>	<b>\$1,840,284</b>	<b>\$194,184</b>	<b>\$652,621</b>	<b>\$2,687,089</b>



## SUMMATION OF 6 AAA EXPENDITURE DETAILS

<b>**SFY2021: Area Agency on Aging (AAA) Services</b>	<b>Federal Grant Funds</b>	<b>Federal COVID- Funds</b>	<b>State Funds</b>	<b>Total</b>
Local Area Plan Administration	\$498,257	\$461,170	\$67,834	\$1,027,260
Title IIIB: Planning and Coordina- tion	\$114,699	\$1,236	\$0	\$115,935
Title IIIB: Supportive Service - Homemaker	\$32,106	\$181,074	\$9,410	\$222,590
Title IIIB: Supportive Service - Infor- mation Assistance	\$32,106	\$0	\$0	\$32,106
Title IIIB: Supportive Service - Legal Assistance	\$85,458	\$2,614	\$0	\$88,073
Title IIIB: Supportive Service - Out- reach & Public Information	\$1,034	\$29,867	\$0	\$30,901
Title IIIB: Supportive Service - Transportation	\$272,899	\$41,347	\$164,364	\$478,611
Title IIIB: Supportive Service - Chore, Case Management, Adult Day Care, and Grocery Delivery	\$178	\$110	\$9,410	\$9,698
Title IIIB and IIID: Supportive Ser- vice - Friendly Calling	\$16,789	\$0	\$0	\$16,789
Title IIIB and Title VII Ombudsman	\$158,990	\$53,144	\$560,362	\$772,496

## AAA EXPENDITURE DETAILS, CONT.

<b>**SFY2021: Area Agency on Aging (AAA) Services</b>	<b>Federal Grant Funds</b>	<b>Federal COVID- Funds</b>	<b>State Funds</b>	<b>Total</b>
Title IIIC1: Congregate Meals	\$1,276,072	\$1,202,406	\$261,073	\$2,739,551
Title IIIC2: Home Delivered Meals	\$1,958,225	\$647,377	\$543,966	\$3,149,568
Title IIID Disease Prevention and Health Promotion	\$138,099	\$0	\$0	\$138,099
Title IIIE: Caregiver Information Ser- vices - Outreach & Education	\$44,499	\$173	\$0	\$44,672
Title IIIE: Caregiver Information and Referral	\$263,791	\$802	\$0	\$264,593
Title IIIE: Caregiver Support Group, Training and Counseling	\$134,122	\$1,333	\$0	\$135,456
Title IIIE: Caregiver Respite	379,531.14	\$128,157	\$196,599	\$704,286
Title IIIE: Caregiver Supplemental - Legal Assistance	\$50,490	\$5,383	\$0	\$55,873
Aging & Disability Resource Center	\$0	\$164,887	\$0	\$164,887
Nutrition Services Incentive Pro- gram	\$806,027	\$0	\$0	\$806,027
State Adult Protection	\$0	\$0	\$2,279,869	\$2,279,869
<b>Total AAA Expenditures</b>	<b>\$6,263,372</b>	<b>\$2,921,079</b>	<b>\$4,092,887</b>	<b>\$13,277,339</b>
<b>Total ICOA and AAA SFY2021 Expenditures</b>	<b>\$138,099</b>	<b>\$0</b>	<b>\$0</b>	<b>\$138,099</b>

## ICOA DUTIES AND POWERS

In 1968, based on Idaho Code 67-500, the legislature recognized the need to provide basic necessities to its older people, to permit older Idahoans to remain independent, and to avoid institutionalization (Title 67-5005). The Commission on Aging was created to achieve this vision. ICOA continues to support healthy community living for Idaho's current aging population while forecasting and positioning the State for future trends. The legislative charter (Title 67-5003) designates specific responsibilities including:

- To serve as an advocate within state government & the community for older Idahoans;
- To serve as an advisory body regarding state legislative issues affecting older Idahoans;
- To promulgate, adopt, amend & rescind rules related to programs & services administered by the commission;
- To enter into funding agreements as grants & contracts within the limits of appropriated funds to carry out programs & services for older Idahoans;
- To conduct public hearings & evaluations to determine the health & social needs of older Idahoans, & determine the public & private resources to meet those needs;
- To designate "planning & service areas" & Area Agencies on Aging in accordance with the Older Americans Act & federal regulations. The Commission shall review the boundaries of the "planning & service areas" periodically & shall change them as necessary;
- To submit a report to the Governor & the legislature of its accomplishments & recommendations for improvements of programs & services for older Idahoans;
- To administer & perform any other related functions or activities assigned to the Commission by the Governor.

## ICOA STRATEGIC GOALS

ICOA's Senior Services State Plan identifies Goals, Objectives and Strategies and sets the direction for senior services in Idaho. The six Area Agencies on Aging (AAAs) must base their local Area Plans on the ICOA State Plan and identify local strategies to help meet those goals.

**Strategic Goal 1:** Support Older Idahoans to live independent and healthy lives in the communities of their choice.

**Strategic Goal 2:** Promote safety, self-determination and dignity for seniors and vulnerable adults.

**Strategic Goal 3:** Champion an effective and efficient community-based aging service network.

## ICOA BOARD OF COMMISSIONERS



To reach your local  
Commissioner please  
contact ICOA at:

[www.aging.idaho.gov/  
commissioners](http://www.aging.idaho.gov/commissioners)

or

208-334-3833

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Area II

David Pankey, Chair

Area III

Lorraine Elfering

Area IV

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# ICOA EMPOWERS IDAHOANS TO AGE SUCCESSFULLY



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Call for current office hours



[www.aging.idaho.gov](http://www.aging.idaho.gov)

## AREA AGENCIES PROVIDE LOCAL SERVICES

### North Central —Area II

Community Action Partnership  
Director Kristin Schmidt  
124 New 6<sup>th</sup> St.  
Lewiston, ID 83501  
208.743.5580 - 800.877.3206

### Southwest —Area III

Area 3 Senior Services Agency  
Director Raul Enriquez  
1505 S. Eagle Rd., Ste. 120  
Meridian, ID 83642  
208.898.7060 - 844.850.2883



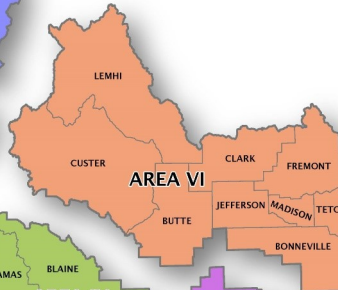
### North —Area I

North Idaho College  
Director Sage Stoddard  
402 W. Canfield, Ste. 1  
Coeur d'Alene, ID 83815  
208.667.3179 - 800.786.5536



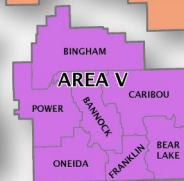
### East—Area VI

Eastern Idaho Community  
Action Partnership  
Director Dalila Early  
935 Lincoln Rd.  
Idaho Falls, ID 83401  
208.522.5391 - 800.632.4813



### South Central — Area IV

College of Southern Idaho  
Director Cory Stokesberry  
650 Addison Ave. W.  
Twin Falls, ID 83301  
208.736.2122 - 800.574.8656



### Southeast —Area V

Southeast Idaho Council of Governments  
Director Mike Hirsch  
214 E. Center  
Pocatello, ID 83201  
208.233.4032 - 800.526.8129